



News release

BigHand's Commitment to Exemplary Client Service Continues to be Recognized by Industry Leading Organizations

Chicago, IL – August 31st, 2011 – BigHand Inc., the leader in workflow digital dictation and voice productivity in the legal marketplace, has been recognized this month for exemplary client service and support by independent industry organizations, including members of the International Legal Technology Association (ILTA) and the editors of *Speech Technology* magazine.

ILTA and InsideLegal released the results of the 2011 Technology Purchasing Survey at the ILTA Conference in Nashville last week. For the second year, BigHand was on the shortlist of vendors (and the only digital dictation vendor) who received the most unsolicited mentions to the question, *"What legal vendors have provided exceptional customer support?"* The survey garnered 118 responses from ILTA members who answered questions on technology budgets, technology trends and IT challenges, as well as vendor relations.

Steve Butterworth, President and CEO of BigHand Inc. said, *"BigHand has had a long standing relationship with the ILTA community and its members. One of ILTA's core values is "maximizing technology in support of the legal profession". This core value aligns with BigHand's goal of ensuring our clients continue to see the ongoing success of their investment in our technology."*

In addition to the survey accolade, BigHand and its client, McAngus Goudelock & Courie, LLC (MGC), were honored with *Speech Technology* magazine's "2011 Implementation of the Year" award for their collaboration on implementing BigHand's software at MGC. *Speech Technology* magazine annually recognizes companies across industries that maximize the use of speech technology to achieve significant business benefits. Leah Beckham, Chief Operations Officer of MGC, commented on BigHand's service, *"Any enhancement we've asked for- some specific things we really wanted to measure- they were very accommodating and also interested in helping us. They just 'get it' as a tech vendor."*

BigHand puts client satisfaction at the heart of its business. To that end, BigHand retains an independent, third party vendor to conduct client satisfaction surveys on a monthly basis, targeting clients at different stages of their BigHand project- from implementation to ongoing support. The survey results year-to-date revealed an average of 98.8% satisfaction rate among all clients.

Ed Keen, Head of Client Services for BigHand Inc. commented, *"The Client Services team at BigHand works hand in hand with our clients to provide unrivalled service and support. We are passionate about what we do and continually strive to deliver the best in client care, inviting regular feedback through monthly surveys. We view every project, support call, installation, and training session as an opportunity for us to maintain the highest standard of service our clients have come to expect. We are very proud to be recognized again in this year's ILTA/InsideLegal survey."*

About BigHand

The BigHand Group supports over 142,000 professionals globally, across 1,400 organizations, and is based out of Chicago, London, Sydney and Toronto. Further information is available at www.bighand.com

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